



## **JOB ANNOUNCEMENT**

### ***General Public***

**OPEN DATE: December 23, 2021**

**CLOSE DATE: Until Filled**

**JOB TITLE:** Communications Manager

**PAY RATE:** \$15.00

**DEPARTMENT:** Police Department

### **SUMMARY**

The Communications Manager is responsible for the overall operations of entire Communications Section. It is their duty to support Command Staff and is their responsibility to ensure that orders from such are relayed and carried out in a timely manner. The operations in this section involve mission critical communications Primary Public Safety Answering Point infrastructure and operations, therefore necessitating absolute attention to detail and constant vigilance. Due to federal, state, and departmental laws and/or regulations, must be able to maintain confidentiality and security regarding all legal and operational matters learned, seen or heard as a result of employment.

### **DUTIES AND RESPONSIBILITIES**

- Assumes management responsibility of the Communications Section.
- Shall be responsible for the overall supervision and oversight of their assigned section to include: personnel, equipment, and all components of the Primary Public Safety Answering Point (PPSAP) communication operations.
- Shall maintain and inspect all department equipment to ensure the functionality and general up keep of the equipment used in the line of duty.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures.
- Ensures appropriate service and staffing levels of section.
- Trains, motivates, and evaluates department personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and recommend corrective action as appropriate.
- Provides staff assistance to the Chief of Police and/or designee; participates on a variety of boards, commissions and committees.
- Prepares and presents staff reports and other necessary correspondence.
- Prepares performance evaluations for the Communications Section.
- Prepares work schedule, ensuring that the department is adequately staffed at all times.
- Reviews and approves timesheets and leave forms. Ensures Subordinates complete timesheets correctly.
- Receives and dispatches routine and emergency telephone calls, radio communications to and from citizens, patrol units, other law enforcement, fire and rescue, or other public safety agencies.
- Acts as shift manager in dispatching personnel and equipment in emergencies using established protocols.
- Operates a variety of communications equipment, operates an electronic telephone console, receives emergency calls, and provides information to the public.
- Prepares and maintains accurate records and logs of all radio transmissions, telephone calls and other records, files, information systems.
- Inputs information on a computer keyboard to process or update information accurately.

- Operates computer inquiry terminal to obtain information on persons and vehicles through related database systems.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
- Attends or designates personnel to attend conferences and meetings to keep abreast of current trends in the field; represent the Las Vegas Police Department in a variety of local, county, state and other meetings.
- Represents the Las Vegas Police Department to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Maintains employee work records and writes performance appraisals of subordinates.
- Proficiently operates and maintains all equipment necessary in the performance of duty.
- Must be able to be reached by phone after hours for managerial issues, emergencies, and any other issues that may arise.
- Shall follow all City of Las Vegas and Las Vegas Police Department rules, regulations, policies, procedures, and shall ensure compliance by subordinates.
- Ensures the section is properly scheduled for coverage and act as a supernumerary in the absence of regularly scheduled Communications Specialist when necessary.
- Performs all other work related duties as required and assigned.

#### **MINIMUM JOB REQUIREMENTS**

- High School Diploma or GED.
- Must possess Dispatch Certifications- DPS, CPR Training.

#### **PREFERRED JOB REQUIREMENTS**

- Prior experience in law enforcement.

#### **EMPLOYMENT REQUIREMENTS**

- Must possess and maintain a valid New Mexico Class Driver's License.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to solve practical problems and deal with a variety of concrete variable in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually required demonstrated poise, tact, and diplomacy.
- Ability to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Knowledge of a variety of computer software applications in word processing, spreadsheets, database, Sleuth Software, and presentation software.
- Ability to work as part of a team and provide direction and instruction to staff.
- Ability to establish and maintain working relationships with co-workers, supervisors, other City personnel and the public.
- Ability to work under stress and handle stressful situations.
- Ability to meet deadlines.
- Ability to effectively communicate verbally and in writing.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Work is performed in a commercial kitchen setting.
- Work is performed indoors.
- Work is subject to shift work, extended shifts, call back status, and on-call status.
- Limited exposure to physical risk.
- Noise level in the work environment is usually moderate to high.
- Must occasionally lift and/or move up to 25 pounds.
- Work frequently requires sitting, standing, walking, bending, and reaching. Use of hand and wrist, talk and/or hear. Vision abilities required include close vision, color vision, and ability to adjust focus.

**NOTE:** This position is subject to drug testing both pre-employment and random as set forth in the City of Las Vegas Drug Policy.

**APPLICATION PROCEDURE** – Interested applicants must submit a City of Las Vegas Employment Application.

The employment application is available at:

[http://lasvegasnm.gov/departments/human\\_resource\\_department](http://lasvegasnm.gov/departments/human_resource_department)

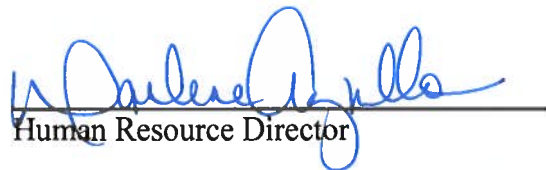
Application Materials can be sent to: Human Resources Department  
1700 N Grand Avenue  
Las Vegas, NM 87701

OR send via email to: [mgarcia@lasvegasnm.gov](mailto:mgarcia@lasvegasnm.gov)

**Reviewed and approved for publishing by:**



Leo Maestas, City Manager



Human Resource Director